



MiScorecard Performance Summary

Business Unit:	Michigan Gaming Control Board	Green	>=90% of target
Executive/Director Name:	Richard Kalm	Yellow	>= 75% - 90% of target
Reporting Period:	Oct 2017	Red	<75% of target
		Date Approved:	11/14/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-7-AD	Complete Requests for Information (RFI) from other gaming jurisdictions within established timeframes	Green	==	95.00%	100.00% Oct 1 - Oct 31, 2017	100.00%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
Financial								
F-1-CAE	Review of Daily Tax Returns within established timeframes.	Green	==	90.00%	100.00% Oct 1 - Oct 31, 2017	100.00%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit casinos. The State receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit casinos will be reviewed within 2 business days of receipt.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green	==	100.00%	100.00% Oct 1 - Oct 31, 2017	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
Internal Business Process								
P-5-CAE	Completion of a predetermined percentage of Field Verifications (FVs) of Electronic Gaming Devices (EGDs).	Green	👍	85.00%	100.00% Oct 1 - Oct 31, 2017	98.99%	Monthly	Electronic testing of Electronic Gaming Devices (EGDs) completed to ensure installed media is approved by the MGCB. Electronic testing of 10% of all EGDs at each Detroit casino will be completed each year.
P-6-CAE	Completion of a predetermined number of Monitoring Inspections (MIs).	Green	==	85.00%	100.00% Oct 1 - Oct 31, 2017	100.00%	Monthly	A systematic observation, review, or test of a casino operational activity to ensure compliance with the Michigan Gaming Control and Revenue Act, Administrative Rules or internal controls. The number of Monitoring Inspections (MIs) is determined by the number of enforcement regulation officers available. The compliance managers will provide the number of MIs to be completed each month of calendar year 2017.
P-7-LAGR	Software and hardware submission evaluations completed within established timeframes.	Green	==	100.00%	100.00% Oct 1 - Oct 31, 2017	100.00%	Monthly	Software and hardware for electronic gaming devices have to be evaluated by the gaming lab prior to being placed onto the gaming floor in the Detroit casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-10-LI	Criminal Investigations completed within established timeframes	Green	👍	75.00%	93.75% Oct 1 - Oct 31, 2017	86.67%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green	👍	97.00%	99.38% Oct 1 - Oct 31, 2017	99.36%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Green	==	65.00%	100.00% Oct 1 - Oct 31, 2017	100.00%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2017.
P-29-LI	Conduct on-site inspections within established time frames	Green	👎	90.00%	87.50% Oct 1 - Oct 31, 2017	93.75%	Monthly	The Investigations Section will conduct 80 on-site inspections per month of charities that conduct charitable gaming millionaire party events to determine compliance with the Bingo Act and Administrative Rules.
P-33-CAE	Issue a 30-day letter to applicants within the established timeframe	Green	👎	85.00%	88.33% Oct 1 - Oct 31, 2017	98.85%	Monthly	For each applicant that requires a 30-day letter, it must be written and forwarded for mailing within 7 business days of the regulation officer's assignment date.
Good Government								
GG2	The percentage of champions identified in employee survey.	Green	👍	75.00%	70.00% Jan 1, 2016 - Apr 30, 2017	69.00%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.